Hadi Gunawan

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SUMMARY

I am a bachelor of Informatics Engineering (Computer Science) from Pamulang University, I have relevant working experience as a Data Analyst (intern) for approximately 3 months. I have the enthusiasm to work in the field of data science such as Data Analyst, Business Intelligence, Data Engineer, etc., but do not rule out opportunities in other fields.

Familiar with data science tools/software and methodologies which some of it I learned from my major in university and online courses such as Python, SQL, Databases, Tableau, Power BI, Google Data Studio, Ms. Excel, etc., also soft skills that are useful in this area (which I honed while working in my previous job) such as communication, negotiation, problem-solving, and collaboration. Willing to learn and adapt to the technology used in the team and also the people in the team.

EXPERIENCE

Data Analyst Intern, SAC Indonesia   June 2022-Sept 2022

- Validating, cleaning, and gathering data from various sources for analysis
- Contribute to **completing a report for clients** (weekly/monthly report) and successfully completed approximately 20 reports during the internship
- Contribute to doing **social media sentiment analysis** and client **competitors analysis**.

Retention and Winback, MyRepublic Indonesia   Aug 2018-July 2020

- Make outbound calls to customers who have a tendency to churn/move to other competitors in order to **minimize the occurrence of churn** (**customer and target-oriented**), do surveys, upsell products, etc.
- Helping customers by escalating reports related to customer problems and rewards to customers. Using **google sheets, CRM** and tools such as Zendesk, internal CRM, Hermes
- Successfully achieve **100% of KPI every month** or even more.

LICENSE AND CERTIFICATIONS

SQL Fundamentals Track (DataCamp)

Learning and practicing about Structured Query Language (SQL), in this course I learning from basic to intermediate, window function, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more

Python Fundamentals Track (DataCamp)

Learning and practicing about python from basic (Data Analysis, Exploratory Data Analysis (EDA)), learn some packages/libraries such as: Pandas, Matplotlib (Data Visualization), and NumPy

Tableau Fundamentals Track (DataCamp)

Learning and practicing about data preparation, data interpretation, identification, data visualization, getting insight from data, building dashboard, make a storytelling of data using Tableau.

And many more (don't hesitate to visit my LinkedIn profile, thank you)..

SKILLS

Hard Skills and Software: SQL, Tableau, Python, Power Bi, Google Sheets, Google Data Studio, Ms.Office (Excel, Word, PowerPoint), MySQL, SQL Server, HTML, CSS, Github, Adobe Photoshop, Balsamiq, VSCode.
Soft Skills: Communication, Critical Thinking, Teamwork, Adaptability, Problem-Solving, Collaboration.

EDUCATION

Bachelor of Informatics Engineering (Computer Science)

Pamulang University

Sept 2017-Dec 2021
GPA: 3.46/4.00

Relevant coursework: Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Basic Physics, Computer Programming, Data Structures, AI, DSS.